

**Namrata Gupta**

**Technical Consultant**

### **Professional Summary**

- Have one year of competitive experience in IT industry using Pega Robotics automation tool & Microsoft Technologies (C#, ADO.NET).
- Hands-on experience in automations for disparate applications like Java based applications, Windows, Mainframes and Web technologies such as HTML & JavaScript.
- Ability to work well in both a team environment and individual environment.
- Good work ethics with excellent communication and interpersonal skills.
- Capable to delve into the new leading technologies.
- Pega Robotics and UiPath certified consultant having experience in providing desktop and RPA solutions.

### **Technical Skills**

|                   |                         |
|-------------------|-------------------------|
| Web Technologies  | ASP.NET, HTML, CSS      |
| RPA Tools         | OpenSpan ,UiPath        |
| Languages         | Java,.net, C, C++       |
| Database software | SQL Server 2008         |
| Test Case Design  | User Acceptance Testing |

### **Educational Qualification**

B.Tech (Computer Science) from Ambalika Institute of Management and Technology (AKTU), Lucknow (U.P.) in 2017 with 76 % of marks.

### **Professional Experience**

Working as a Technical Consultant with Grid Infocom Pvt. Ltd. from January 2017 till date.

**Client: United Health Group**

**Project 1: Summary of Benefits & Coverage**

**Duration: November 2017 – February 2018**

- SBC provides a brief description what benefits the customer can avail. There are templates which needs to be updated as per plan availed by the customer and details of benefits.
- Robot picks a policy number from a daily inventory excel sheet & reads service details from corresponding benefit summary files that come in word or pdf. Then, the robot updates word templates as per business rules and saves at a particular location.
- The process uses an OCR convertor (web application) to convert pdf files into word to improve accuracy.

**Client: United Health Group****Project 2: Dignity Health Rebilling Process****Duration: November 2017 to January 2018**

- This is a separate queue in the billing process which processes all claims that need to be rebilled.
- Robot works on three types of rebills – Rebill 11, Adjustment and No late charges. Data is validated against MS4 and rebilled accordingly in EFR.
- A detailed MIS report is sent out to the stakeholders about the inventory processed.

**Client: United Health Group****Project 3: Dignity Health Billing Process****Duration: August 2017 to January 2018**

- Dignity Health Billing is a process where the teams work on claims in Sacramento business region that needs to be billed out to payers/insurances after validating all the errors. The inventory is available in the EFR (web application).
- Robot identifies the claims which have error codes in scope for the robot. Some error codes are out of scope for the robot due to the presence of images that need to be read. Errors are resolved by reading data from three mainframe applications called as MS4 which is different for each region.
- A detailed MIS report is sent out to the stakeholders about the inventory processed.

**Client: Grid Infocom Pvt. Ltd.****Project 4: Resource Capacity Planning****Duration: April 2017 to June 2017**

- This project is developed on Dot Net Technology and is a web application.
- The project tracks the resources deployed on various projects and their utilization.
- It is user friendly and provides information regarding the resources in an organization.
- For example- personal detail of resource, project details, how many resources are free on a particular date & leave details of resources etc.